

SPECIFICATION AMENDMENTS

Please replace the first paragraph on page 1, lines 3-10 with the following amended paragraph:

a1
This application is a continuation-in-part of, and domestic priority is claimed under 35 U.S.C. 120 from, application Ser. No. 09/502,170, filed Feb. 11, 2000, entitled "Extensible Computing System," naming Ashar Aziz, et al., as inventors, the entire contents of which is hereby incorporated by reference as if fully set forth herein. Domestic priority is claimed under 35 U.S.C. 119 from prior Provisional application Ser. No. 60/212,925, filed June 19 20, 2000, entitled "Symbolic Definition of a Virtual Computer System," and naming as inventors Ashar Aziz, et al., the entire contents of which is hereby incorporated by reference as if fully set forth herein.

Please insert the following paragraph on page 8, between lines 19 and 20:

a2
FIG. 2D is a block diagram of an example embodiment of a home page;

Please replace the paragraph on page 8, line 20, with the following amended paragraph:

a3
FIG. 2D 2E is a block diagram of structural elements of a customer control center;

Please replace the paragraph on page 26, lines 19-22 with the following amended paragraph:

a4
FIG. 2E is a block diagram of a software architecture that may be used to implement an embodiment of a Customer Control Center, which generally comprises four (4) major logical layers: View layer 262, Model layer 270, Controller layer 272, and Persistence layer 282 290.

Please replace the paragraph on page 57, lines 18-24 with the following amended paragraph:

95 An object broker in the form of Persistence Layer ~~282~~ 290 is responsible for creating, removing and retrieving programmatic objects that are created according to a specified object model. The object broker may retrieve the model objects by loading them from a custom database, or by interacting with the databases of external systems such as billing system, customer care system, etc. A broker may also create proxies in place of concrete objects to allow lazy loading of model objects and to reduce the large one-time hit of initially loading an entire graph of model objects.